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## County of Los Angeles COMMUNITY AND SENIOR SERVICES

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*Enriching Lives Through Effective And Caring Service*



css.lacounty.gov

Cynthia D. Banks  
Director  
Otto Solórzano  
Chief Deputy

June 17, 2014

The Honorable Board of Supervisors  
County of Los Angeles  
383 Kenneth Hahn Hall of Administration  
500 West Temple Street  
Los Angeles, California 90012

Dear Supervisors:

**ADOPTED**

BOARD OF SUPERVISORS  
COUNTY OF LOS ANGELES

24 June 17, 2014

*Sachi A. Hamai*  
SACHI A. HAMAI  
EXECUTIVE OFFICER

### **DELEGATE AUTHORITY TO EXECUTE FISCAL YEAR (FY)2014-19 DISPUTE RESOLUTION PROGRAM (DRP) CONTRACTS (ALL SUPERVISORIAL DISTRICTS) (3 VOTES)**

#### **SUBJECT**

Community and Senior Services (CSS) seeks delegated authority to: 1) execute contracts and allocate Dispute Resolution Program (DRP) funds for the one (1)-year contract term of July 1, 2014 through June 30, 2015, with the recommended service providers to provide DRP program services; 2) execute future amendments to extend the contract for four (4) one (1)-year optional renewals and the ability to extend after the final year for up to six (6) months on a month-to-month basis; 3) accept additional DRP funding for the contract period of July 1, 2014 through June 30, 2019, plus a six (6)-month, month-to-month extension through December 31, 2019, if necessary; and 4) execute contract amendments within the contract term to increase or decrease contract amounts. The DRP program provides conciliation, mediation, and arbitration services to individuals, businesses, and organizations involved in disputes and provides Los Angeles County residents with alternative means for settling disputes outside of the traditional judicial system.

#### **IT IS RECOMMENDED THAT THE BOARD:**

1. Delegate authority to the Director of CSS, or designee, to negotiate and execute contracts with eight (8) non-profit organizations and four (4) government entities (listed on Attachment A) totaling \$10,450,000 for the provision of DRP program services for an initial one (1)-year term with four (4) annual optional renewals and the ability to extend after the final year for up to six (6) months on a month-to-month basis effective July 1, 2014 or upon the date of Board approval, whichever is later, and after County Counsel (Counsel) approval of the contract as to form. Overall funding for each agency is subject to the availability of funds each fiscal year

and the agency's performance in meeting the goals of the DRP program in the County.

2. Delegate authority to the Director of CSS, or designee, to execute future amendments to extend the contract for a maximum of four (4) one (1)-year optional renewals and the ability to extend after the final year for up to six (6) months on a month-to-month basis at the discretion of CSS in accordance with the term of the contract.
3. Delegate authority to the Director of CSS, or designee, to accept any additional funding for the provision of DRP program services for the contract period July 1, 2014 through June 30, 2019 plus the six (6)-month, month-to-month extension through December 31, 2019, if necessary.
4. Authorize the Director of CSS, or designee, to: (a) execute contract amendments as needed throughout the contract term to add, when possible, any newly relevant or updated County contract terms; and (b) to increase or decrease the contract amount in response to the availability of funding and based on contractor performance provided that: (i) any increase does not exceed 10% of the maximum contract sum each contractor receives, which includes all optional renewals, and the total allocation does not exceed funding availability, (ii) approval of Counsel as to form is obtained prior to any such amendment, and (iii) the Director of CSS, or designee, confirms in writing to the Board within 30 days after such amendments have been executed. This action would ensure full expenditure of the DRP program funds and is consistent with the Board's policy requiring review of contractor performance.

#### **PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION**

The recommended actions will enable County residents to receive the benefits of the DRP program. The DRP program provides conciliation, mediation, and arbitration services to individuals, businesses, and organizations involved in disputes. DRP program services are provided by trained volunteers for disputes that have and have not entered the court system.

Common disputes include consumer-merchant, personal injury, landlord-tenant, property damage, neighbor-neighbor, business-business, family/domestic, and workplace-related disputes. The DRP program is composed of three (3) service categories: 1) Community; 2) Day of Hearing Civil Court; and 3) Victim-Offender. The program also provides services to at-risk youth through school mediations, parent-child, and victim-offender mediations.

#### **Implementation of Strategic Plan Goals**

The recommended actions support the Countywide Strategic Plan Goals 1) Operational Effectiveness; 2) Fiscal Sustainability; and 3) Integrated Services Delivery.

#### **FISCAL IMPACT/FINANCING**

The DRP program is funded through civil court filing fees pursuant to the California Dispute Resolution Program Act of 1986 that are collected in the DRP Special Fund established by the County. DRP funding has decreased by \$770,000 (23%) over the last five (5) years due to a reduction in civil court filings. The estimated cost for this program for FY 2014-19, plus a six (6)-month, month-to-month extension through December 31, 2019, if necessary, is \$10,450,000.

There is no impact on the County General fund, as the DRP program is fully financed by the DRP Special Fund. Funding for this program has been included in the Department's FY 2014-15 Proposed Budget.

## **FACTS AND PROVISIONS/LEGAL REQUIREMENTS**

The current DRP contracts are due to expire June 30, 2014. In November 2013, CSS released a DRP Request For Proposals (RFP) to solicit proposals from qualified non-profit organizations and government entities to provide dispute resolution services for the term of July 1, 2014 through June 30, 2019, plus a six (6)-month, month-to-month extension through December 31, 2019, if necessary, contingent upon the availability of funds and contractor performance.

## **CONTRACTING PROCESS**

On November 20, 2013, CSS released an RFP to solicit proposals from qualified non-profit organizations and government entities to provide dispute resolution services to Los Angeles County residents. CSS sent over 600 letters of interest from a compiled address list to potential bidders in all supervisorial districts including current DRP-funded agencies. The RFP was advertised in greater Los Angeles County newspapers such as the Los Angeles Times, Antelope Valley Press, San Gabriel Valley Tribune, the Daily News, the Daily Breeze, Long Beach Press Telegram, Hoy, and the Sentinel. The RFP and all related documents were also posted and available on the CSS and Internal Services Department (ISD) websites.

As a result of the RFP, nine (9) non-profit organizations and four (4) government entities submitted proposals for the Community, Day of Hearing Civil Court, and Victim-Offender service categories. Out of the 13 proposers, only one (1) proposer did not meet the threshold evaluation score of 7,000 points out of 10,000 points possible and, therefore, is not being recommended for funding.

The agencies listed on Attachment A, that are being recommended for funding, met all the RFP requirements and have agreed to cover all existing service areas and/or expand services into new areas.

The 12 agencies listed on Attachment A, that are being recommended for funding are in compliance with all Board and CEO requirements.

Monitoring of the DRP program will be conducted on an annual basis and will include administrative and programmatic monitoring to ensure contract compliance. Program monitoring is accomplished through the CSS Contract Compliance Division. Fiscal compliance monitoring will be conducted annually by an approved vendor procured through the Auditor-Controller.

## **IMPACT ON CURRENT SERVICES (OR PROJECTS)**

The recommended actions will assure the continuation of DRP services to approximately 12,000 Los Angeles County residents.

## **CONCLUSION**

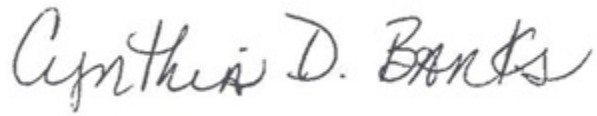
Ms. Zuleyda Reyes may be contacted by telephone: (213) 739-7394 or via E-mail: zreyes@css.lacounty.gov, if there are any questions.

The Honorable Board of Supervisors

6/17/2014

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Respectfully submitted,

A handwritten signature in dark ink, reading "Cynthia D. Banks". The signature is written in a cursive, flowing style.

CYNTHIA D. BANKS

Director

CDB:dn

Enclosures

c: Chief Executive Officer  
County Counsel  
Executive Officer, Board of Supervisors

## DISPUTE RESOLUTION PROGRAM (DRP) FUNDING ALLOCATIONS FY 2014-19

Recommended Agencies	Provider Location by Supervisorial District	Areas Served By Program			FY 2014-15	Optional Year One (1) for FY 2015-16**	Optional Year Two (2) for FY 2016-17**	Optional Year Three (3) for FY 2017-18**	Optional Year Four (4) for FY 2018-19**	Optional Six (6) Extension** (Month-to-Month, if necessary)	Total
		Victim-Offender Services Served by Supervisorial District	Community Services Served by Service Planning Area	Day of Hearing-Civil Court Served by Hub* Location							
1 Asian Pacific American Dispute Resolution Center	1	1	3		\$91,197	\$91,197	\$91,197	\$91,197	\$91,197	\$45,599	\$501,584
2 Office of the Los Angeles City Attorney	1	1,2,3,4	2,4,5,6,8		\$274,300	\$274,300	\$274,300	\$274,300	\$274,300	\$137,150	\$1,508,650
3 Los Angeles County Bar Association Center for Civic Mediation	1		4,5,8	7	\$79,457	\$79,457	\$79,457	\$79,457	\$79,457	\$39,729	\$437,014
4 Los Angeles County Department of Consumer Affairs	1		2,3,4,6,8	1	\$329,159	\$329,159	\$329,159	\$329,159	\$329,159	\$164,580	\$1,810,375
5 Loyola Law School Center for Conflict Resolution	1		1,2,3,4,5,6,7,8		\$277,005	\$277,005	\$277,005	\$277,005	\$277,005	\$138,502	\$1,523,527
6 Centinela Youth Services	2	1,2,3,4,5	4,5,6,7,8		\$253,119	\$253,119	\$253,119	\$253,119	\$253,119	\$126,560	\$1,392,155
7 Korean American Coalition	2		1,2,3,4,5,6,7,8		\$18,543	\$18,543	\$18,543	\$18,543	\$18,543	\$9,271	\$101,986
8 California Lawyers for the Arts	3		2		\$31,379	\$31,379	\$31,379	\$31,379	\$31,379	\$15,690	\$172,585
9 California Academy of Mediation Professionals	3			6,7,8,9,11,12,13,14	\$152,791	\$152,791	\$152,791	\$152,791	\$152,791	\$76,395	\$840,350
10 Center for Conflict Resolution	3		2	2,3,4,5,10	\$273,406	\$273,406	\$273,406	\$273,406	\$273,406	\$136,703	\$1,503,733
11 City of Norwalk	4		7		\$25,449	\$25,449	\$25,449	\$25,449	\$25,449	\$12,724	\$139,969
12 The California Conference for Equity and Justice	4	2,4	6,8		\$94,195	\$94,195	\$94,195	\$94,195	\$94,195	\$47,097	\$518,072
<b>GRAND TOTAL</b>					<b>\$1,900,000</b>	<b>\$1,900,000</b>	<b>\$1,900,000</b>	<b>\$1,900,000</b>	<b>\$1,900,000</b>	<b>\$950,000</b>	<b>\$10,450,000</b>

\* Hub: A central courthouse location that houses and serves variety of different case types.

\*\* Funding amounts for FY 2015-19 are estimates and are subject to the availability of funding and Contractor's Performance.

The Services Categories listed above have been procured using the following method:

Victim-Offender by Supervisorial District

Community by Service Planning Area

Day of Hearing Civil Court by Hub Location